Title:	Procedure Number: 00-9421-093-01	Revision Number: 6	Effective Date: **9 Jan 01**
Routine PMS Feedback Review Process (TIER III)	Prepared By: **C. Dinh**	Approved By: **T. Bodman**	Page: 1 of 3

9.0 Purpose

To develop a process that can be used by Code 9421 to review and respond to routine PMS feedbacks submitted by the Fleet, on HM&E equipments, under cognizance of NSWCCD-SSES.

9.1 Scope

To provide Code 9421 personnel with a process for reviewing and responding to routine PMS feedbacks.

9.2 Responsibility

The Code 9421 section head has the responsibility for selecting a person (at the working level) to perform this task. The section head routinely uses the code 9421 *Platform* Chart (Attachment 9.7.1) to make this selection. The section head has primary responsibility for ensuring that the review of routine PMS feedbacks follow the procedure *stated in paragraph 9.4 below. As stated in paragraph 9.4,* other individuals may be involved at various *stages* of this process.

9.3 Definitions

None

9.4 Procedure

9.4.1   The procedure for resolving routine PMS feedbacks is described *as follows:*

9.4.1.1. TFBR Receipt by Support Group: Return TFBR to the Cognizant FTSC if equipment is not under cognizance of NSWCCD-SSES.

9.4.1.2. Record receipt and complete upfront research:

9.4.1.2.1 Upon the receipt of a PMS TFBR, the investigator should confirm that the TFBR belongs to NSWCCD-SSES. In the case of a routine TFBR, it should have been forwarded to NSWCCD-SSES by either FTSCPAC or FTSCLANT through PMSMIS (Planned Maintenance System- Management Information System). If not, it could have been received via a naval message (urgent TFBR) or other means. In either case the feedback must pertain to equipment under NSWCCD-SSES cognizance (HM&E).

9.4.1.2.2   If the feedback belongs to NSWCCD-SSES, the investigator should proceed by determining the cognizant NAVSEA technical code (LCM), the NSWCCD-SSES cognizant technical code (ISE) and the code 9421 technical reviewer of the appropriate platform (See Attachment 9.7.1). The technical reviewer should refer to the cognizant code cross reference book (from the support group) if necessary.

9.4.1.2.3 Prior to being processed, all PMS feedbacks (both routine and urgent) must be researched. Upfront research is a vital step in the preparation of all feedback responses. Proper upfront research prevents potential duplication of effort, assures that changes are made to the latest revision of documentation, assures applicability of changes to appropriate documentation holders and ensures credibility of feedback responses. The upfront research task is one in which the individual is responsible for creating a JCALS (Joint Computer-Aided Acquisition & Logistics Support) workfolder containing the following:

- *TFBR*
- *MIP & MRC*
- *MIP to Ship applicability*
- *MRC to MIP applicability*
- *Relevant feedback responses of current and two years past*
- *Relevant active (open) feedbacks*

9.4.1.3   Assign TFBR to the code 9421 technical reviewer of the appropriate platform (See Attachment 9.7.1) in PMSMIS. This technical reviewer shall review the TFBR to confirm/determine if:

9.4.1.3.1 A similar TFBR was previously answered or a similar TFBR is currently being worked on. Use that previous response as guideline or determine if TFBR can be combined with the current TFBR for a consistent response for both. Create and complete a workflow in JCALS (if ISEA resolution is required), then prepare a response to the TFBR's originator and submit it in PMSMIS for approval and close-out.

9.4.1.3.2 TFBR is new (i.e., 9.4.1.3.1 above does not apply):

- *TFBR can be answered without being sent to cognizant technical code for resolution: Prepare a response to the TFBR's originator and submit it in PMSMIS for approval and close-out.*

- ***TFBR requires technical code's input:***

    - ***Create workflow to assign TFBR to the cognizant Technical Code for resolution.***

    - ***Receive resolution from technical code: Prepare a response to the TFBR's originator and submit it in PMSMIS for approval and close-out.***

9.4.1.3.3 TFBR requires extensive changes to PMS or SHIPALT related, prepare a response to the TFBR's originator, submit it in PMSMIS for approval and close-out. Then start a follow- up action by assigning a special project tracked by a PS number (See ISO procedure 00-9421-093-03).

9.5 References

  9.5.*1* OPNAVINST 4790.4C
  9.5.*2* MIL-P-24534A
  9.5.*3* NAVSEAINST 4790.3B
  9.5.*4* NAVSEAINST 4790.8A

9.6 Records

  9.6.*1* PMS Form 9421.2
  9.6.*2* PMS Form 9421.8
  9.6.*3* PMS Form 9421.12

9.7 Attachments

  9.7.1 Code 9421 Equipment *Platform* Chart